CASA DI CURA
VILLA GEMMA
POLIAMBULATORIO
DIAGNOSTICA PER IMMAGINI

CASA DI CURA
VILLA BARBARANO
POLIAMBULATORIO
DIAGNOSTICA PER IMMAGINI

SERVICE CHARTER

www.villagemma.it

Villa Gemma - Villa Barbarano

villagemma.villabarbarano

Sistema Socio Sanitario
Regione Lombardia

Casa di Cura Villa Gemma S.p.A. is the exclusive entity overseeing the Health Facilities accredited by the National Health Service, providing patients with options for hospitalization, outpatient services, and diagnostic imaging.
The nursing home comprises two operational facilities:
Villa Gemma: situated in the municipality of Gardone Riviera (BS) at Viale Zanardelli no. 101;
2. Villa Barbarano: situated in the Municipality of Salò (BS), in the Barbarano district at via Spiaggia d'Oro n. 21.
The Service Charter serves as a vital instrument for safeguarding the right to health, providing insight into the available health services within facilities, as well as other pertinent information beneficial to citizens and users.
The quality of the services offered, a primary objective of the Company and its Management, is certified by TÜV UNI EN ISO 9001.

1. MISSION

Casa di Cura Villa Gemma serves as a benchmark of excellence in the health rehabilitation sector.
The mission is to ensure that patients receive personalized and multidisciplinary care, integrating the exceptional expertise of our specialists with the most advanced technologies.
The Nursing Home is dedicated to delivering effective and comprehensive care in both inpatient and outpatient settings, including diagnostic services and home care, for individuals affected by a wide range of acute and chronic conditions, under the SSR regime and through private agreements with major insurance companies and mutual funds.
The objective is to provide high-quality care in optimal environmental conditions, ensuring that patients do not experience any sense of depersonalization within a pleasant and serene atmosphere, while upholding individual and human dignity.
The lake's climate, justly celebrated, can be appreciated throughout the year, offering vistas of unparalleled beauty within a captivating natural setting.
Through a collaborative approach that includes physicians, therapists, and healthcare professionals, Villa Gemma enhances patient well-being by providing continuous, high-quality care.

2. PRINCIPLES

Clinica Villa Gemma S.p.A. is dedicated to functioning with optimal efficiency and transparency, guided by a set of fundamental principles that inform all its healthcare endeavors. These values embody the facility's commitment to excellence in care and the respect for patient rights:

Equality

Villa Gemma ensures that every individual admitted is entitled to receive the most suitable medical care and the highest quality treatment, free from any discrimination based on age, gender, race, religion, nationality, or social status.

Impartiality

The healthcare team at Villa Gemma is dedicated to providing equitable treatment to every patient, ensuring that no individual is favored for personal or external reasons. All patients receive uniform attention, irrespective of any interests beyond medical considerations.

Continuity

The clinic guarantees a continuous treatment pathway focused on achieving optimal recovery, encompassing physical, psychological, and functional aspects. The physicians and healthcare staff provide unwavering support, guiding the patient through every stage of the treatment process.

Right to Select

Every patient is entitled to clear and comprehensive information regarding their health condition, proposed therapies, prescribed medications, and treatment progress. Villa Gemma acknowledges the patient's right to articulate their preferences and to seek additional medical opinions throughout their hospital stay.

Effectiveness and efficiency

The clinic's primary objective is to consistently enhance patient health while optimizing the use of available resources. This approach is founded on a therapeutic alliance among the medical team, the patient, and their family, all working towards the shared aim of attaining the best possible outcomes.

Adherence to prevailing regulations

Villa Gemma functions in complete adherence to laws and regulations, ensuring that all activities are conducted with legality and integrity, thereby safeguarding the rights of both patients and operators.

Integrity and equity

All collaborators at the clinic conduct themselves with the highest degree of honesty and transparency, fostering mutual cooperation within an environment of trust and loyalty.

Confidentiality

Villa Gemma upholds the privacy of its patients by treating all personal and health information with confidentiality, in accordance with prevailing regulations.

Safety

The clinic fosters a secure environment for both patients and staff by implementing procedures that ensure the physical and ethical integrity of every individual within the facility.

Value of human capital

Villa Gemma acknowledges the significance of its personnel, viewing them as a vital asset. Consequently, it invests in professional development and the enhancement of individual competencies.

Safeguarding corporate and environmental assets

The clinic is dedicated to safeguarding its heritage and advancing environmental sustainability while adhering to regulations and ethical sta**ndards.**

3. THE STRUCTURES

The Villa Gemma and Villa Barbarano Nursing Homes adhere to all structural and environmental safety standards established by current legislation and fulfill all functional, organizational, and structural requirements mandated by law for healthcare practice authorization and accreditation with the National Health Service.
The facilities are completely air-conditioned.
The rooms, which predominantly offer a magnificent lake view with a terrace, are furnished with a telephone, television, and Wi-Fi.
There are also burial chambers.

VILLA GEMMA

The Villa Gemma Clinic, situated in Gardone Riviera (Viale Zanardelli, 101) in a picturesque location overlooking Lake Garda, is accessible by public transport from Brescia, Milan, Trento, Desenzano, and Riva del Garda. For those traveling by private vehicle, the Clinic can be reached from Brescia via state road 45bis, located 30 km away, as well as from Desenzano del Garda and Riva del Garda, which are 25 km and 35 km away, respectively.
The five-story building is organized into hospitalization areas, outpatient services, and diagnostic facilities. The hospitalization rooms, totaling 80 beds (with configurations of 1, 2, and 3 beds) and equipped with independent amenities, are spread across four floors.

VILLA BARBARANO

The Villa Barbarano Clinic is situated in Salò, Loc. Barbarano (BS), at Via Spiaggia d'Oro, 21. It is accessible via public transportation from Brescia, Milan, Trento, and the lower and upper Garda Lake regions.
The five-story building is organized into sections for hospitalization, outpatient services, and diagnostics. It comprises a total of 93 beds distributed across rooms with 1, 2, or 3 beds each.

4. ORGANIZATION

ORGANIZATIONAL FRAMEWORK
Medical Director: Dr. S. Mannino

VILLA GEMMA NURSING HOME
Department Director: Dr. A. Olivetti
U.O. Specialist rehabilitation, general/geriatric, maintenance with a focus on cardiology and pulmonology
Acting Responsible Dr. C. Pagnoni - 0365.298230 Nursing Coordinator Mrs. S. Baruffaldi - 0365.298312
U.O. General Medicine
Resp. Dr. A. Olivetti - 0365.298227 Nursing Coordinator Mrs. A. Marini - 0365.298316

U.O. Sub-Acute Care Initiatives
Medical Coordinator Dr. G. Moschini - 0365.298225
Nursing Coordinator Mrs. M. Filippini - 0365.298155

VILLA BARBARANO NURSING HOME
U.O. Specialized rehabilitation, general/geriatric care, maintenance with an emphasis on neurological and orthopedic conditions.
Resp. Dr. E. Rizzi - 0365.298371 Nursing Coordinator Mrs. M. Tonni - 0365.2984**30**

5. HOSPITAL OPERATIONS

HOSPITALIZATIONS
The Villa Gemma Nursing Home features 80 accredited hospital beds, 72 of which are contracted with the SSR, functionally categorized as follows:
1. Specialist in Cardiac Rehabilitation and Specialist in Respiratory Rehabilitation
2. General and Geriatric Rehabilitation
3. Maintenance and Rehabilitation
4. Internal Medicine
5. Sub-Acute Care Activities The Villa Barbarano Nursing Home is equipped with 93 accredited hospital beds, of which 72 are contracted with the SSR, functionally categorized as follows:
1. Expert Rehabilitation
2. Comprehensive and Geriatric Rehabilitation
3. Maintenance Rehabilitation For hospitalizations accredited by the National Health System, which incur no costs for the patient, it is possible to choose, at a dedicated rate, enhanced hotel accommodations.
Furthermore, a completely private form of hospitalization is available: the patient has the autonomy to opt for private assistance at their own expense, in accordance with the prevailing rates at the Villa Gemma and Villa Barbarano Clinics. The Clinics maintain partnerships with prominent insurance and mutual benefit companies.
Ordinary hospitalization is initiated upon the recommendation of a general practitioner (GP) or through transfer from another hospital facility, and is financed by a private agreement with the NHS or through arrangements with insurance and mutual benefit organizations.

Rehabilitation hospitalizations for neuro-motor and orthopedic conditions are referred to the Villa Barbarano Clinic, whereas those for cardio-respiratory ailments, medical care, and subacute treatment are directed to the Villa Gemma Clinic.
The U.O.s functioning at the Villa Gemma and Villa Barbarano Clinics provide services that can be summarized as follows.

U.O. Cardiac and Respiratory Specialist Rehabilitation – Villa Gemma
This unit accommodates patients with cardiovascular and respiratory conditions, including heart failure, myocardial infarction, chronic obstructive pulmonary disease (COPD), and respiratory failure. The approach is comprehensive, involving a multidisciplinary team of cardiologists, pulmonologists, geriatricians, internists, and physiotherapists. Continuous monitoring through electrocardiography and the application of advanced diagnostic tools, such as echocardiography and Holter monitoring, enhance the treatment process. A minimum of 500 minutes of rehabilitation therapy and specialist consultations are assured each week. Additionally, patients receive post-discharge support through a follow-up program.

U.O. Neurological and Orthopedic Specialist Rehabilitation – Villa Barbarano
This unit provides care for patients with neurological and orthopedic disabilities, encompassing the aftermath of stroke, head trauma, Parkinson's disease, and multiple sclerosis. The methodology is multidisciplinary, involving a team of physiatrists, neurologists, orthopedists, physiotherapists, speech therapists, and neuropsychologists. Advanced rehabilitation therapies are offered, including the utilization of exoskeletons for gait training. Special emphasis is placed on cognitive and linguistic impairments, with tailored therapeutic interventions. Continuous patient monitoring is implemented, and access to diagnostic tools and specialist consultations is assured.

U.O. Subacute Care Initiatives – Villa Gemma
The unit comprises 17 beds and emphasizes the continuation of hospital care for patients with internal and surgical conditions. It administers therapies such as oxygen therapy, clinical monitoring, and the management of surgical wounds. The unit is bolstered by a range of specialist consultants and provides low-intensity physiotherapy to mitigate bed rest syndromes. Patients may be transferred to other units if rehabilitation is required.

General Medicine Unit – Villa Gemma
This 10-bed unit is designed to accommodate patients with acute pathologies of medium to low intensity, including cardiac, pneumological, and neurological conditions. Cases involving severe hemodynamic instability and surgical pathologies are excluded. Throughout their hospitalization, patients can be monitored via telemetry and undergo instrumental diagnostics and multidisciplinary consultations. Non-invasive ventilation is provided for patients experiencing respiratory failure.

THE RESERVATION

Hospitalization may be arranged by the patient or a family member, the patient's physician, or a physician at the hospital where the patient is receiving care.
The Head Nurse processes booking requests by synthesizing the overall profile of the patient to assess the suitability of hospitalization and to establish a reception pathway that aligns with expectations.

ACCEPTANCE

Patients are typically admitted starting at 8:30 am. The patient must arrive, accompanied by a family member, at the admissions office with the following documents:

- request for hospitalization initiated by your family physician or, if referred from another facility, request for hospitalization due to referral.
- health insurance card;
- Tax Identification Number;
- tests and/or copies of medical records pertaining to prior hospitalizations (which will be photocopied and returned).

Upon acceptance, the patient will be required to sign the privacy protection forms and will receive informational materials regarding the facility, the services provided, and the regulations governing their stay at the Clinic.

In instances of hospitalization under a self-pay arrangement, not covered by the National Health System, the patient must sign specific documentation, and a deposit is required for these hospitalizations.

It is advisable to refrain from keeping valuables with you during your stay and to carry only small amounts of cash for minor expenses. In any case, do not leave them unattended in bedside tables or lockers.

If needed, you may utilize the Clinic's safe deposit.

The Villa Gemma and Villa Barbarano Clinics disclaim all responsibility for theft or loss of money or patient property.

INFORMATION

Each entitled party (patient or family member) may obtain information regarding the health status and clinical progress from the attending physician, in accordance with privacy legislation. This information is available during the designated reception hours outlined in the hospitalization plans.

The Head Nurses are accessible for any requirements.

The experience will be significantly enhanced if guests and visitors minimize noise levels, regulate the volume of their devices, and modulate their voices. Guests are encouraged to assist in upholding order and cleanliness. Visitors are not allowed to remain in the rooms and corridors during the visitation rounds and while therapy is being administered. The introduction of external food for patients is strictly prohibited. In accordance with legal regulations and, most importantly, for the safeguarding of personal health and that of others, smoking is unequivocally forbidden within the Clinics, as clearly indicated by designated signage.

In compliance with regional regulations, the use of cell phones is prohibited in the vicinity of areas designated with diagnostic and assistance equipment, as indicated by specific signage.

As the Clinics are equipped with an air conditioning system, it is prohibited to keep doors and windows open during operational hours.

VISITS TO INPATIENTS

Patient visits are governed by relevant regulations established by the Management in accordance with prevailing legislation.

Visiting hours for patients within the facilities are as follows:

VILLA GEMMA NURSING HOME: Daily from 1:30 PM to 2:30 PM and 6:30 PM to 7:30 PM

VILLA BARBARANO NURSING HOME: Daily from 11:30 to 12:30 and 17:30 to 18:30

In exceptional circumstances, permission may be granted outside the specified time slots, contingent upon prior authorization from the responsible physician.

Access to the departments is not advisable for children under the age of 12 (parents or guardians are responsible for the safety of minors).

RESIGNATION AND PROTECTED RESIGNATION

Discharge is typically communicated to the patient and their family members at least two days in advance and occurs by 10:00 AM.

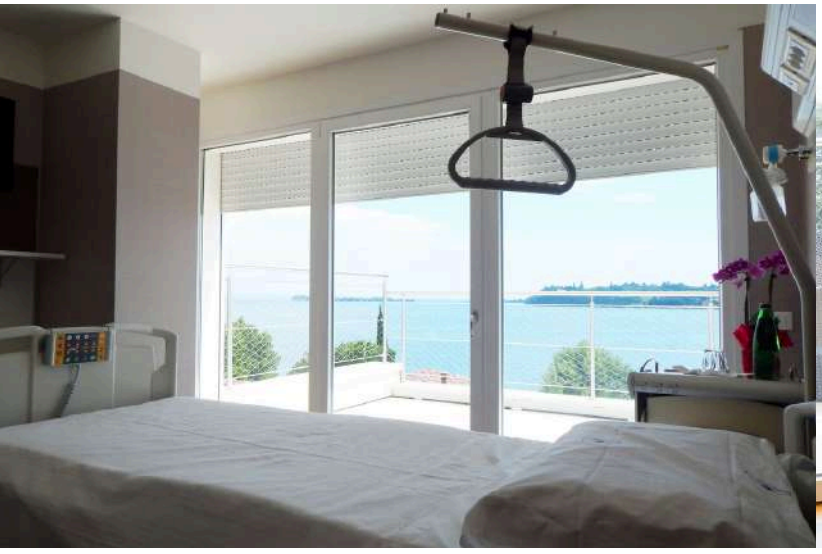
The Clinics operate according to the patient's needs, ensuring a protected discharge, which serves as a safeguard for vulnerable individuals. This process is designed to protect fragile individuals, both elderly and otherwise, who may experience partial or total loss of self-sufficiency and/or face precarious socio-environmental conditions during the discharge phase.

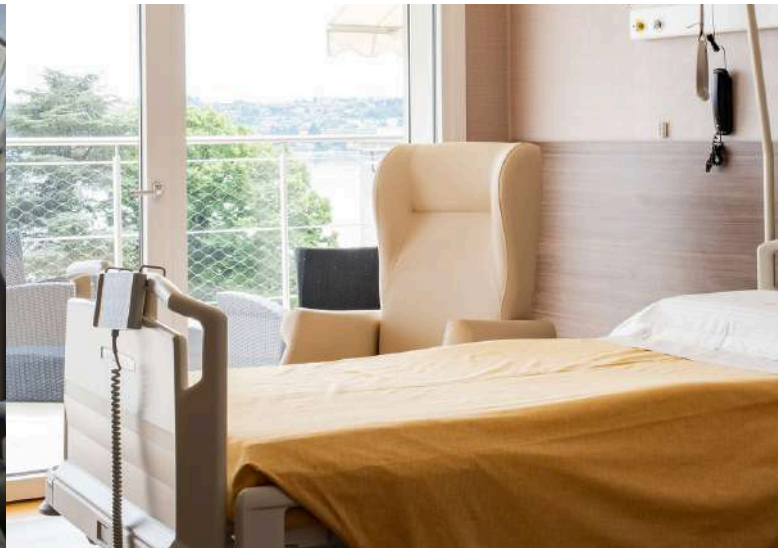
Protected discharge also seeks to enhance continuity of care at the time of discharge by engaging, when necessary, those involved in home care, rehabilitation, or long-term care facilities.

This approach promotes a reduction in hospital stays, enhancing both integration and communication between the hospital and the community, as well as improving the quality of life for patients and their caregivers.

THE MEDICAL FILE

A copy of the medical record will be issued, upon written request, to the user or to an individual designated by them in writing, as promptly as possible, typically within 7 days from the date of discharge. Any supplementary information will be provided within a maximum of 30 days from the request.





6. OUTPATIENT FACILITY

The Villa Gemma and Villa Barbarano Nursing Homes feature outpatient clinics.
Specialist healthcare services, including consultations, instrumental and diagnostic imaging tests, rehabilitation treatments, and physiotherapy, are offered on an outpatient basis through both the NHS and private channels, as well as through agreements with insurance and mutualistic organizations. Further details can be found in Annex 1.

The Head of the U.O. is Dr. Salvatore Mannino.

Within the facilities, you will discover:

- Cardiology

Dermatology
Electromyography
Geriatrics
Physical Medicine and Rehabilitation
Geriatrics
Physical Medicine and Rehabilitation
Internal medicine
Neurology
Ophthalmology
Orthopedics and Traumatology
Obstetrics and Gynecology
Otolaryngology
Pulmonology
Urology

Outpatient Services encompass:

- Vascular Assessment

Diabetes Care Program
Cardiac Rehabilitation
Cognitive-Linguistic Therapy
Dietetics Department
Physical Medicine and Rehabilitation
Oxygen – Ozone Treatment
Legal Medina Services

HOURS OF OPERATION

Villa Barbarano is open Monday through Friday from 8:00 AM to 8:00 PM and on Saturday mornings from 8:00 AM to 12:00 PM.
Villa Gemma is open from Monday to Wednesday, from 1:30 PM to 3:30 PM.

7. DIAGNOSTIC IMAGING

The Diagnostic Imaging Unit conducts diagnostic tests for outpatients (including those with the National Health Service and private patients) as well as inpatients, and is organized into two divisions within the clinic: Villa Barbarano and Villa Gemma.
The Diagnostic Imaging Unit is led by Dr. E. Martin.
The U.O. is equipped with a state-of-the-art Image Archiving and Communication System (PACS) for the digital management of images.
Furthermore, all radiological services are monitored from the point of acceptance to the final report, thereby mitigating the risk of potential identity errors through the seamless integration of the management software with clinical systems (HIS and PACS).

Within the facilities, you will discover:
Nuclear Magnetic Resonance
COMPUTED TOMOGRAPHY
ULTRASOUND
ECOCOLOR DOPPLER
CONVENTIONAL RADIOGRAPHY (CR)
BONE DENSITOMETRY (DEXA)
DIAGNOSTIC SENOLOGY
MAMMOGRAPHY
BREAST ULTRASOUND EXAMINATION
FINE NEEDLE ASPIRATION AND BREAST BIOPSY
SCREENING MAMMOGRAPHY ATS BRESCIA

HOURS OF OPERATION
Villa Barbarano is open from Monday to Friday, 8:00 AM to 8:00 PM, and on Saturday mornings from 8:00 AM to 12:00 PM.
Villa Gemma is open from Monday to Wednesday, from 1:30 PM to 3:30 PM.

8. RESERVATIONS

The services offered by the Outpatient Clinic and Instrumental Diagnostics can be scheduled through the following channels.

CUP

All services may be reserved through the following methods:

VIA EMAIL

by sending an email to: cup@villagemma.it

AT THE SERVICE DESK

Monday to Friday, 8:30 AM – 5:00 PM; Saturday, 8:30 AM – 12:30 PM.

at the Villa Barbarano Medical Center

BY TELEPHONE

by calling 0365.298190 from Monday to Friday between 8:30 AM and 5:00 PM, and on Saturday from 8:30 AM to 12:30 PM

CONTACT INQUIRY

by completing the online form on the website www.villagemma.it

BOOKINGS AGREEMENT WITH THE NATIONAL H SERVICE

LOMBARDY REGION GATEWAY

www.prenotasalute.regione.lombardia.it/prenotaonline/

VIA EMAIL

by sending an email to: cup@villagemma.it

BY TELEPHONE

by calling 0365.298190, Key 1 for reservations in accordance with the National Health Service.

Monday to Friday, 8:30 AM – 5:00 PM;

Saturday 8:30 AM - 12:30 PM

RESERVATION WITH INSURANCE PROVIDERS AND ADDITIONAL FUNDS

VIA EMAIL

by sending an email to: cup@villagemma.it

BY TELEPHONE

by calling 0365.298190, Key 2 for reservations coordinated with insurance companies and supplementary funds.

Monday to Friday 8:30 AM – 5:00 PM Saturday 8:30 AM – 12:30 PM

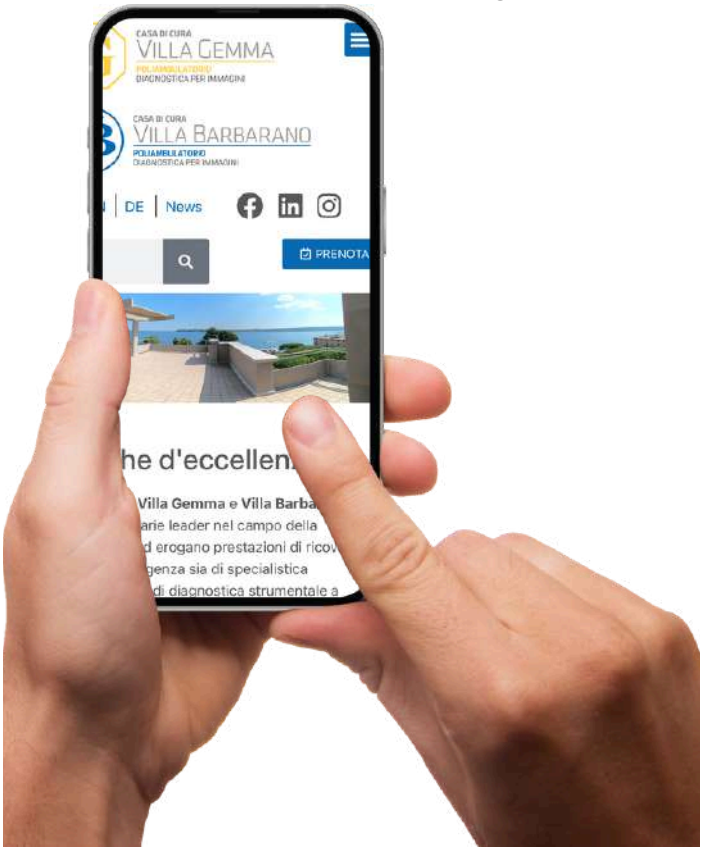
ONLINE

Book Online is a service available 24 hours a day, 7 days a week, enabling you to select services offered by the National Health Service (NHS) or privately, allowing you to choose the most suitable option.

The service is accessible through the website www.villagemma.it by selecting the “book” option, or via the app available for download on all devices.

The user may proceed to pay for the service directly on the designated portal or, alternatively, at the facility's counters. In accordance with regional legislation, payment of the ticket and the fee must be completed prior to the provision of the service.

The delivery of the service contracted with the NHS is contingent upon the submission of a request that is compliant and complete in accordance with the directives of the Region and ATS.



9. ACCEPTANCE

Payment for the ticket and any additional fees associated with outpatient and diagnostic imaging services must be processed at the OUTPATIENT RECEPTION desks.
The counters are operational.

Villa Gemma Acceptance
Monday to Friday, 8:00 AM to 4:00 PM; Saturday, 8:00 AM to 1:00 PM.

Villa Barbarano Reception
Monday to Friday 7:30 AM to 8:00 PM Saturday 8:00 AM to 1:00 PM

Documents required for the appointment:
- Prescription from the general practitioner or specialist (for NHS services)
- Health insurance card

Proceed to the counter marked by the illuminated sign. Await your turn, check in, and settle the payment for the ticket or service.
To access the service, proceed to the Outpatient Clinic or Radiology department in accordance with the operator's instructions or the information provided on the acceptance sheet.

For any copies of CDs pertaining to X-ray and instrumental diagnostic tests (to be requested at reception), a fee of €5.00 is required for each CD.

ACCEPTANCE OF VULNERABLE CATEGORIES
The Casa di Cura Villa Gemma and Villa Barbarano are dedicated to addressing the needs of all patients who seek their services. In recent years, advanced computer systems have been implemented to manage the flow of access to ticket processing, hospital admissions, reservations, blood sampling locations, and outpatient clinics, which offer prioritized pathways for patients with specific requirements (such as pregnant women and individuals with disabilities).

10. WAIT TIMES

In accordance with regional guidelines, tables detailing average outpatient waiting times for initial admissions and visits (excluding emergencies, check-ups, and follow-ups) as well as for scheduled hospitalizations for certain monitored services are published periodically. The data is updated and pertains to patients served by the SSN, as identified in accordance with the regulations of the Lombardy Region.
Updates are available on the website www.villagemma.it.

11. CLINICAL LABORATORY MEDICINE

COLLECTION LOCATIONS

At our facilities, we offer a comprehensive array of laboratory tests, conducted at an accredited external laboratory medicine reference service, either privately or in collaboration with the National Health Service (S.S.N.). This initiative is designed to furnish the attending physician with valuable insights through analyses performed on biological samples of various origins (blood, urine, feces, secreted biological fluids, etc.) for:

the assessment;

- oversight of treatment and advancement;

the management and observation of the patient's health condition;

- prevention.

Laboratory services are offered to:

- patients admitted to the Nursing Home
- external patients visiting the Blood Collection Centre at the Nursing Home
- patients in Home Healthcare (C-DOM)

patients of municipal clinics overseen by personnel from the Villa Gemma Nursing Home

- residents of residential facilities for the elderly (RSA)
- individuals in sheltered facilities.

TIMETABLES

The biological material sampling and collection service operates from Monday to Friday, between 7:30 and 8:30, at the Villa Barbarano headquarters (Via Spiaggia d'Oro 21, Salò).

ACCEPTANCE

To conduct analyses under the agreement, it is imperative to present yourself at the reception with a duly completed request in its entirety, signed by the doctor.

The fee billed to the patient will correspond to the tests ordered in accordance with the rates established by the National Health Service. If the patient qualifies for an exemption due to medical conditions, pregnancy, income, or age, the physician must record the exemption code in the designated field.

PAYMENT

Payment for the ticket is to be made upon acceptance, either in cash, by debit card, or by credit card.

EXAMINATION PREPARATIONS

SIGNIFICANCE OF ADEQUATE PREPARATION FOR BLOOD TESTS

The proper conduct of the patient prior to a blood sample collection significantly enhances the diagnostic accuracy of the procedure. Conversely, noncompliance with certain straightforward behavioral guidelines can substantially affect the blood parameters intended for analysis. Therefore, it is essential to be aware of specific conditions that may lead to inaccuracies in analytical results.

Diet

Food consumption induces alterations in biochemical parameters. The concentration of triglycerides rises promptly following a meal; in response to fat absorption, the serum or plasma exhibits varying degrees of turbidity, which may disrupt the analytical phase. The elevation in triglycerides typically reverts to baseline levels after 8 to 10 hours. To standardize this variable as much as possible, it is advisable to obtain blood samples for analysis (when feasible) while the patient is in a fasting state. When fasting is not an option, it is essential to inquire whether food intake may affect the test results.

Prolonged fasting exerts biological effects; for instance, it modifies the production of various hormones and leads to a decrease in serum protein, lipid, and electrolyte levels.

Exercise

It is recommended that outpatients refrain from engaging in significant physical exercise, such as running, prior to a blood test. Such activities can indeed affect certain parameters; for instance, levels of lactic acid and various enzymes, including CK, LDH, and AST, may rise.

Management of anxiety and specific conditions

Anxiety, fever, excessive stress, vomiting, diarrhea, recent trauma, and any other conditions that deviate from the norm can affect blood parameters; consequently, they should be communicated to the nurse prior to the examination.

It is advisable, whenever feasible, to minimize psychological stress; the patient should consistently be reassured and calmed. Certain biochemical parameters may exhibit alterations as a result of this; for instance, its impact on the variations in prolactin concentration is well-documented.

Sample Acceptance Standards

For certain tests conducted by the Analysis Laboratory, specific preparation guidelines are established (refer to the following points). Failure to adhere to these guidelines may necessitate the repetition of the test. Examples include the use of inappropriate containers (or those not specified by the preparation guidelines), externally contaminated containers, or those that do not comply with current safety regulations, as well as samples that are stored or transported improperly.

In such instances, as well as in all situations where non-compliance is identified during the sample analysis phase, the User may be contacted to repeat the sampling or collection of the sample.

Additional information regarding the Blood Collection Points, including any restrictions on clinical analyses conducted, report collection, tests that cannot be performed, and details concerning test preparations, can be found in the “Analysis Laboratory” section of the website www.villagemma.it and in Annex 2.

Access to the withdrawal points is direct and does not require a reservation.

12. ASSEMBLY OF REPORTS

Reports are typically delivered upon the completion of the service.
In other instances, the Clinics have coordinated the collection of the reports:
• by accessing the "online reports" portal using the credentials provided on the reports collection form;
• by visiting the Villa Gemma counter Monday through Friday from 10:00 to 16:00;
• by visiting the Villa Barbarano counter Monday through Friday from 8:30 to 18:00.

COLLECTION OF MEDICAL LABORATORY REPORTS
Access the website www.poliambulanza.it using the credentials provided upon acceptance of the blood sample.
2) Visit the Report Collection Point at the Villa Barbarano Nursing Home, located at Via Spiaggia d'Oro n. 21 in Barbarano di Salò (BS), from Monday to Friday between 08:30 and 18:00, bringing your identification document.
In the event of delegation for collection, please provide the signed delegation along with the identification documents of both the delegating party and the delegate.

13. DOMICILIARY CARE

Villa Gemma also features a Home Care unit, serving the Garda, Val Sabbia, and Brescia Est districts.
The Home Care Service offers nursing, rehabilitation (including motor, neuromotor, respiratory, speech therapy, ambulatory training, and occupational therapy), assistance, and specialized services, along with consultations from a physiatrist, geriatrician, and psychologist.

13. GENERAL SERVICES OF VILLA GEMMA AND VILLA BARBARANO CLINICS

PUBLIC RELATIONS DEPARTMENT (URP)

The Public Relations Office is tasked with assisting users in their various requests for information and guiding them effectively towards the available services. Specifically, the office is responsible for gathering users' observations, suggestions, and complaints, which, upon evaluation by the Managers and Directors, serve as a crucial opportunity to enhance service quality and implement necessary improvements.

Anonymous reports will not be considered.

The safeguarding of patients is implemented through a variety of actions designed to hold operators at all levels accountable for patient rights. Nevertheless, patients have the option to lodge a complaint, either directly with the URP or through advocacy organizations, regarding any substandard service or inappropriate conduct.

Complaints must be submitted to the URP in written form.

The URP will conduct the necessary investigation and typically furnish a written response within 30 days.

Headquarters: Villa Barbarano
Operating Hours: Monday to Friday, 10:00 - 15:00
Telephone: 0365 298 122
Email: urp@villagemma.it

The URP is also available by appointment at the Administrative Offices of Villa Barbarano.

As a general principle, reports must be submitted, as outlined above, within 15 days from the time the interested party became aware of the act, behavior, situation, omission, etc., that infringes upon his or her rights, in accordance with Article 14, paragraph 5 of Legislative Decree 502/92, as amended by Legislative Decree 517/93.

ADMINISTRATIVE REQUIREMENTS - DATA

The admissions office staff is available to offer, with expertise and discretion, information and assistance regarding any bureaucratic or administrative matters. This office also provides information about the facilities and services of the Villa Gemma and Villa Barbarano Clinics. Payments for services can be made through Bancomat, credit card, online services, or in cash, up to the maximum limit established by law.

SIGNAGE

Prominent signage has been installed at the entrance, throughout the gardens, on the floors, and in the corridors of the Villa Gemma and Villa Barbarano Clinics to assist in orienting patients and visitors.

ACCESSORY SERVICES

In the event of necessity, patients may utilize all standard correspondence services available at the Administrative Offices.

A delivery service for newspapers and magazines is available and can be scheduled daily.

Both clinics are equipped with reliable Wi-Fi coverage. The following services are also available upon request: hairdressing, laundry, and interpretation through external agreements.

SPIRITUAL SUPPORT

The religious assistance service seeks to foster the practice of religious freedom, facilitate the observance of religious rituals, and address the spiritual needs of patients of the Catholic faith and their families, as well as those employed at the facility, all while fully respecting their autonomy and freedom of conscience.

The purpose of the chaplaincy's activities encompasses the administration of sacraments, the care of souls, the practice of worship, and also includes:

• assistance for the therapeutic journey of the patient;
• human and spiritual guidance;
• the relationship of assisting the patient;
• emphasis on interconfessional and interreligious dialogue.

Holy Mass is celebrated weekly and on holidays at the Capuchin Friars' facilities in Barbarano.

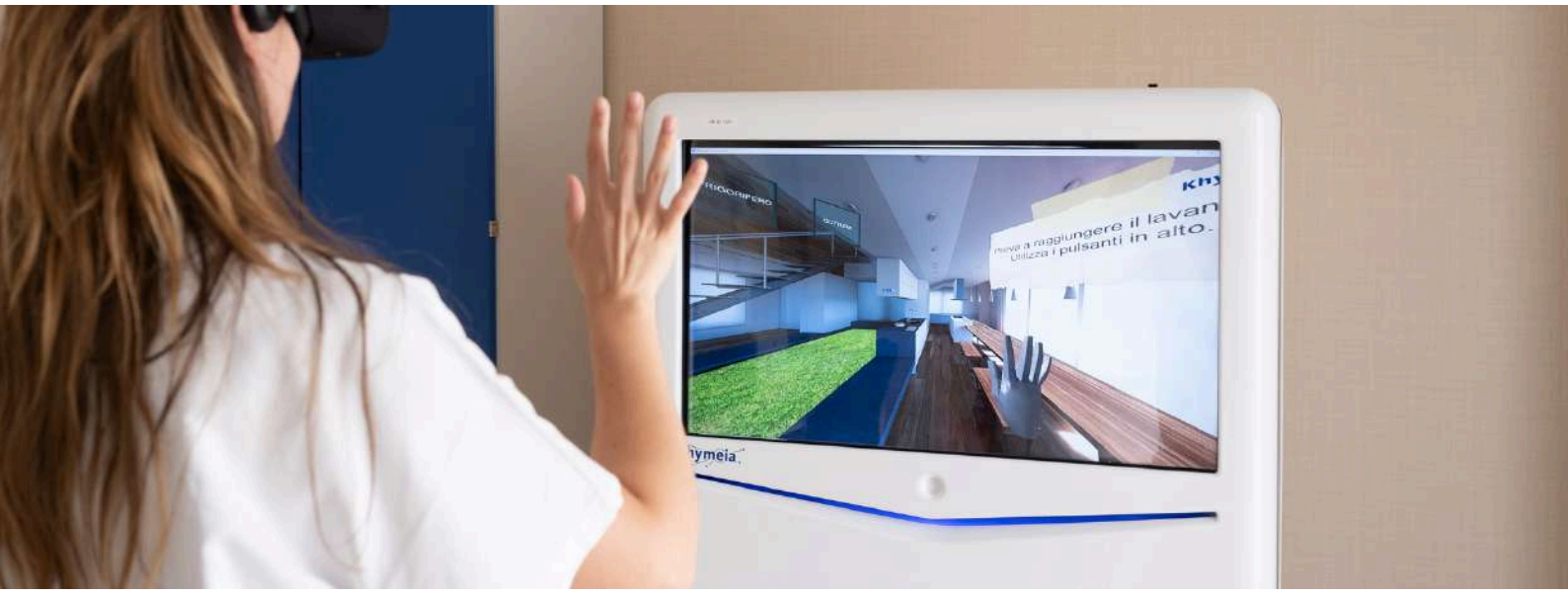
14. PERFORMANCE QUALITY

The verification instruments for ensuring compliance with the quality standards of specialized and diagnostic services are:

• systematic oversight of adherence to reservation waiting times;
• random survey regarding report delivery times;
• systematic documentation of patient grievances and response durations, by the Management;
• systematic assessment of patient satisfaction levels via the administration of a service satisfaction questionnaire.

The Clinics commit to ensuring the user:

• concise and prompt information regarding the services offered, the booking procedures, the location, date, and time of the service;
• the provision of a confidential and direct health report to the family physician;
• customization of care and regard for patient confidentiality.



QUALITY STANDARDS

The Villa Gemma and Villa Barbarano Clinics are dedicated to delivering exceptional care within a framework that respects each individual, with a focus on patient satisfaction. They prioritize the quality, efficiency, and effectiveness of care as both a professional and institutional obligation. Guided by these principles, the quality standards and associated verification tools, which have already facilitated the attainment of the UNI EN ISO 9001 certification, are as follows:

Quality metrics	Quality benchmarks
HOSPITALITY AND COMFORT	
Number of beds allocated per room	1-2-3
Comfort within the rooms	Wardrobe, en-suite rooms, telephone, color television, Wi-Fi, air conditioning
Frequency of patient room cleaning	twice daily
Toilet cleaning schedule	twice daily
Visitation hours	Permits are issued daily in accordance with the provisions of the Management.
Bar service	Beverage and snack vending machines
Resale of newspapers and magazines	Each morning on the ward floors
INFORMATION	
About the Clinics	Upon admission, the Service Charter is provided.
Operator Identification	Each healthcare professional is identifiable by name and credentials.
Public Relations Office - URP	Monday through Friday from 10:00 to 15:30
Opportunity to articulate one's perspective	Distribution of satisfaction surveys during hospitalization and outpatient services
Documentation	Discharge summary - medical documentation - assessments
QUALITY AND SAFETY	
Quality Certification	The Villa Gemma and Villa Barbarano Clinics hold UNI EN ISO 9001 certification. A Quality Manager has been appointed.
Quality Assurance	The Departments and Services function in alignment with national and international guidelines and protocols. The primary clinical activities are assessed through a system of indicators.
Service waiting times	Except in exceptional circumstances, the waiting times mandated by regional legislation are adhered to.
Clinical Risk Management	Establishment of a Risk Assessment Committee. Execution of behavioral protocols and a control system to mitigate risk.
Prevention and Safeguarding Service	Presence of an Officer of the S.P.P. Presence of protocols and a safety strategy.
Respect for Privacy	Consent for the Processing of personal data is obtained at the time of admission and prior to outpatient services. Protocols are established to guarantee data retention and uphold confidentiality in accordance with EU 2016/679 – GDPR, Legislative Decree 196/2003, and Legislative Decree 101/2018.
Provider Lombardy Region	ECM-CPD system accreditation provider LOMBARDO DGR No. 14724 of October 15, 2019

15. THE CODE OF ETHICS - ORGANIZATIONAL FRAMEWORK

The Villa Gemma and Villa Barbarano Clinics function in accordance with the fundamental rights of the guest and are directed in their operations by the Code of Ethics - Organizational Model (Legislative Decree 8 June 2001 - n. 231).

The Code of Ethics - Organizational Model serves as the primary instrument for the implementation of Ethics within the Company. It delineates the moral rights and obligations that establish the legal and ethical-social responsibilities that each operational entity is mandated to uphold.

The Code of Ethics - Organizational Model is available for download at www.villagemma.it.

INFORMATION

The patient is entitled to receive assistance and treatment characterized by care and attention, with due respect for human dignity and individual philosophical and religious beliefs.

During hospitalization, you have the right to be identified at all times by your name and surname.

The patient is entitled to receive information from the healthcare facility concerning the services offered, the methods of access, and the associated responsibilities.

The patient is entitled to receive from the healthcare provider thorough and understandable information concerning the diagnosis of the illness, the recommended treatment, and the associated prognosis.

INFORMED CONSENT

Except in cases of urgency where a delay may jeopardize health, the patient has the right to receive information that enables them to provide informed consent prior to undergoing therapies or interventions. This information must also address the potential risks and discomforts associated with the treatment.

In instances where a healthcare professional arrives at a justified conclusion regarding the inappropriateness of direct information, or when deemed urgent by the physician due to the patient's inability to provide adequately informed consent, such information must be conveyed to authorized family members, unless the patient explicitly declines.

The patient, or the individual entitled, also possesses the right to be informed about the availability of alternative investigations and treatments, even if these may be conducted at other facilities.

CONFIDENTIALITY

The patient is entitled to access information pertaining to his or her illness and any other relevant circumstances. This information will be safeguarded by professional confidentiality.

COMPLAINTS

The patient possesses the right to submit complaints, which will be addressed promptly, with timely updates regarding their resolution.

CASA DI CURA VILLA GEMMA
POLIAMBULATORIO DIAGNOSTICA PER IMMAGINI

Zanardelli Street, 101
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Website: www.villagemma.it

CASA DI CURA VILLA BARBARANO
POLIAMBULATORIO DIAGNOSTICA PER IMMAGINI

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ATTACHMENT N.1

POLYMPHATIC CLINICS

CARDIOLOGY

Cardiological visit

Transcranial color Doppler

Echocolor Doppler A.I. and A.S. arterial and venous

Cardiac color Doppler ultrasound at rest and after physical testing

Color Doppler ultrasound of large vessels

Color Doppler ultrasound of TSA

Electrocardiogram

Dynamic electrocardiogram according to Holter (24 hours)

Dynamic electrocardiogram according to Holter (72 hours)

Continuous monitoring of blood pressure (24 hours)

Cardiovascular stress test with cycle ergometer

DERMATOLOGY

Dermatological examination

Cryotherapy

Laser therapy

Videodermatoscopy

Radical removal of skin lesion

GERIATRICS

Geriatric examination

Geriatric examination for disability certification

PHYSICAL MEDICINE AND REHABILITATION

Physiatric examination

Physiatric examination for osteoporosis

Physiatric examination for lymphedema

Physiatric examination for disability certification

Physiatric examination for prescription of orthoses and aids

Infiltrative therapies: endoarticular with hyaluronic acid,

cortisone, pain mesotherapy

Physiokinesitherapy and rehabilitation (neurological,

orthopedic, cardiac and pneumological)

Global rehabilitation program

Robotic rehabilitation

Physical therapies (tecar therapy, shock waves,

diamagnetic pump, laser therapy, microcurrents,

electrostimulations, etc.)

Manual treatments

Neuropsychology (assessment, tests and rehabilitation)

Virtual reality

Speech therapy rehabilitation (language,

swallowing dysfunctions and cranial nerve deficits)

Occupational therapy

Oxygen ozone

paravertebral and joint therapy

Oxygen ozone

systemic therapy

INTERNAL MEDICINE

Internal medicine visit

General medicine visit for hematology

OPHOLOGY

Ophthalmology visit

Visual field study

Fundus examination oculi

Hess screen

Corneal topography study

Orthoptic evaluation

ORTHOPAEDICS AND TRAUMATOLOGY

Orthopedic examination

Intra-articular infiltrations with hyaluronic acid

Intra-articular infiltrations with cortisone

OTORHINOLARYNGOLOGIST

ENT examination

Audiometric examination

Impedance examination

Swallowing study with video recording

Rotary vestibular stimulation

Nasal fiberoptic fiberoscopy

Fiberoptic laryngoscopy

Fiberoptic nasal endoscopy

PULMONARY SURGERY

Pneumological examination

Pneumological examination for oxygen therapy renewal

Alveolar-capillary diffusion of CO

Non-invasive monitoring of arterial saturation

Bronchodynamic test with bronchoconstrictor (methacholine)

Simple or global spirometry with plethysmographic method

Plethysmographic test pharmacological bronchodilation

Walking test

UROLOGY

Urological examination

Penile, testicular,

transrectal ultrasound

Reno-vesical ultrasound

Medicinal infiltration of the penis

Uroflowmetry

NEUROLOGY

Neurological examination

Neurological examination for renewal of driving license

Transcranial Color Doppler ultrasound with bubble test

Transcranial Color Doppler ultrasound with vascular reactivity test

TSA Color Doppler ultrasound

Basic and sleep deprivation electroencephalogram

Electromyography

OUTPATIENT SERVICES

VASCULAR DIAGNOSTICS

Vascular surgery consultation

A.I. and A.S. Color Doppler ultrasound arterial and venous

Echocolordoppler of large vessels

Echocolordoppler TSA

OBSTETRICS AND GYNECOLOGY

Gynecological examination

Transvaginal pelvic ultrasound

Laser therapy

Pap test

Endocervical swab

Urogenital swab

Cervical polypectomy

Functional evaluation and re-education of the pelvic floor

Insertion of IUD and Nexplanon

Emotional and sexual counseling for adolescents

Contraceptive counseling

Menstrual counseling

DIABETOLOGY SERVICE

Diabetes examination

Pathology certification examination

DIETOLOGY SERVICE

Dietological examination

Individualized dietary program

Stabilization (maintenance) program at the end of the

low-calorie program for weight reduction

DIAGNOSTIC IMAGING

ULTRASOUND

Abdomen

Neck (thyroid, salivary glands, lymph nodes)

Soft tissues / skin-subcutaneous tissue

Muscle tendon-joint

Color Doppler ultrasound

Scrotal

CONVENTIONAL X-RAY (X-ray)

Thorax

Abdomen

Bone segments

Orthopantomography (OPT), Telecranium, Temporomandibular joint

Swallowing study (pharyngoesophageal transit)

NUCLEAR MAGNETIC RESONANCE IMAGING (MRI) with and without contrast medium (MDC)

Encephalon-petrous bones-cranial nerves-orbits

Spine and spinal cord

Facial massif - temporomandibular joint

Joint

Abdomen and Pelvis

Breast

Multiparametric prostate

MRI cholangioma

SENOLOGY

Breast ultrasound Digital mammography

Stereotactic microbiopsy - Ultrasound-guided VAB

Cyst emptying

Screening mammographic ATS Brescia

BONE DENSITOMETRY (DEXA)

Lumbar

Femoral

Ultradistal

Total body

Bone ultrasonometry

COMPUTERIZED AXIAL TOMOGRAPHY (CT) with and without contrast medium (MDC)

Thorax

Abdomen-pelvis

CT angiogram

Encephalon

Facial massif-temporomandibular joint

Spine

Dental Scan

Joint

Name	Type	Subtype	Sex	Date	Res	City	State	Source	Uncertainty
Cornelius Cole Jr.	Residence		M	1 Jan 1850	Y	Fairfield	Iowa	Census	
Cornelius Cole Jr.	Residence		M	1 Jan 1860	Y	Fairfield	Iowa	Census	
Cornelius Cole Jr.	Residence		M	1 Jan 1870	Y	Fairfield	Iowa	Census	
Cornelius Cole Jr.	Residence		M	1 Jan 1880	Y	Fairfield	Iowa	Census	
Cornelius Cole Jr.	Residence		M	1 Jan 1900	Y	Fairfield	Iowa	Census	
Cornelius Cole Jr.	Residence		M	1 Jan 1910	Y	Fairfield	Iowa	Census	
Cornelius Cole Jr.	Residence		M	1 Jan 1920	Y	Fairfield	Iowa	Census	
Cornelius Cole Jr.	Residence		M	1 Jan

descrizione	codInterno EUSIS			
VETRINO PORTAOGGETTO BANDA SABBIATA MOLATO 45 ANGOLI SMUSSATI 26x76MM	10609			
PROVETTA TAPPO BIANCO CON GRANULI 4,9ML (90X13MM)	51784			
PROVETTA TAPPO ROSSO EDTA 2,6ML 65X13MM SENZA ETICHETTA	81832			
PROVETTA URINE DA 8.5ML (92X15MM)	81524			
PROVETTA TAPPO GIALLO EDTA FLUORURO 2,7ML (75X13MM)	48799			
PROVETTA TAPPO ROSSO EDTA 4,9ML (90X13MM	60696			
PROVETTA TAPPO BIANCO CON GRANULI 2,7ML (75x11MM)	81830			
PROVETTA GRIGIO OMOCISTEINA	88688			
PROVETTA PEDIATRICA TAPPO VERDE 9NC 1.2 ML (66X0.8MM)	13211			
VASETTO COPROCOLTURA STERILE 60ML TAPPO A VITE	57204			
VASETTO RACCOLTA URINA STERILE GRADUATO 60 ML IN POLIPROPILENE	94029			
PROVETTA TAPPO BIANCO CON GRANULI 7,5ML (92X15MM)	51800			
PROVETTA TAPPO BLU 9NC 4.3 ML (75x13MM)	81139			
PROVETTA TAPPO ARANCIO LITIO-EPARINA 4,5ML (92X11MM)	81140			
PROVETTA STERILE TAPPO A VITE	50564			
FLACONE AEROBI PER EMOCOLTURA	89961			
FLACONE ANAEROBI PER EMOCOLTURA	89960			
FLACONE PEDIATRICO PER EMOCOLTURA	89959			
KIT QUANTIFERON	da rititare in laboratorio			
CONTENITORI SOF	94320			
CONTENITORI CALPROTECTINA	da rititare in laboratorio			
CONTENITORI PARASSITI FECALI	95346			
KIT EXPIROBACTER (PER BREATH TEST)	da rititare in laboratorio			
TAMPONE FARINGEO IN PROVETTA C/MEZZO DI TRASPORTO	300			
TAMPONE STERILE SENZA TERRENO DI TRASPORTO	7198			
TAMPONE NEUTRO STERILE ALLUMINIO RAYON	48164			
TAMPONE CON TERRENO AMIES ALLUMIN RAYON	48165			
SIRINGA 3 ML PER EAB CON DISPOSITIVO DI PROTEZIONE	57870			
PROVETTE PER RICERCA AG COVID	da rititare in laboratorio			
PROVETTA TAPPO VERDE 9NC 3ML (75x13MM)	81831			

EXAM PREPARATIONS

Importance of Correct Preparation for Blood Tests

The correct behavior of the patient before a blood draw significantly contributes to the diagnostic accuracy of the procedure. Conversely, failure to adhere to some simple behavioral rules can considerably alter the blood parameters intended for analysis. It is therefore important to be aware of some conditions that can lead to inaccurate analytical results.

Diet

Food intake causes variations in biochemical parameters. The concentration of triglycerides increases immediately after a meal; in response to fat absorption, the serum/plasma becomes more or less cloudy, which can interfere with the analytical phase. The triglyceride level returns to baseline after 8-10 hours. To standardize this variable as much as possible, it is better to draw blood for any analysis (when possible) while the patient is fasting. When fasting is not possible, it is essential to consider whether the test results may be influenced by food intake. Prolonged fasting has biological effects: for example, it alters the production of many hormones and causes a decrease in the levels of proteins, lipids, and electrolytes in the serum.

Physical Activity

Outpatients should avoid significant physical exercise (e.g., running) before a blood draw. Such activities can affect certain parameters: for example, lactic acid or certain enzymes like CK, LDH, and AST may increase.

Anxiety Control and Special Conditions

Anxiety, fever, excessive stress, vomiting, diarrhea, recent trauma, and all other conditions that deviate from normal can alter blood parameters. These conditions should therefore be communicated to the nurse prior to the test. Where possible, it is recommended to avoid psychological stress; the patient should always be reassured and kept calm. For certain biochemical parameters, there may be alterations due to stress: its influence on the fluctuations in prolactin concentration is well-known, for example.

Sample Acceptability Criteria

For some tests conducted by the Analysis Laboratory, specific preparation guidelines must be followed (see the following points). Failure to adhere to these guidelines may necessitate the repetition of the test. Examples include:

The use of inappropriate containers (or containers different from those specified in the preparation guidelines),

Containers that are dirty externally or do not comply with current safety regulations,

Samples that are not stored or transported properly.

In these cases, and in any instance where a non-compliance is identified during the sample analysis, the user may be contacted to repeat the sample collection or blood draw.

Elenco esami non eseguibili
presso i Punti Prelievi Esterni di Fondazione Poliambulanza

Aggiornamento al 31/07/2024

Codice Accettazione	Denominazione esame sul referto
90115	*Calcitonina*
214	*Catecolamine plasmatiche*
242	*P-Ammonio*
278	*P-Corticotropina (ACTH)*
285	*Ricerca crioglobuline*
298EST	*Emogasanalisi sangue arterioso*
299EST	*Emogasanalisi sangue venoso*
299CARB	*Sg-Carbossiemoglobina*
329	*P-Glucosio post-prandiale*
429	*P-Renina in ortostatismo*
430	*P-Renina in clinostatismo*
529	*Eparinemia*
689	*Intradermoreazione secondo Mantoux*
758	*Biopsia gastrica, Helicobacter pylori, esame colturale*
5208	*Curva glicemica da carico orale di glucosio (75 g) a 5 punti*
5233/5234	*Ormoni curva glicemica da carico orale di glucosio (75 g) a 5 punti*
5234	*Ormone somatotropo (GH), curva dopo carico orale di glucosio*
232	*S-insulina post prandiale*
5601	*Ricerca crioagglutinine*
5658	*Esame microbiologico frammento bioptico*
5660	*Esame microbiologico Broncoaspirato*
5663	*Esame micologico su capelli*
5664	*Esame micologico su squame cutanee*
5665	*Esame micologico su peli*
5666	*Esame micologico su frammenti ungueali*
5667	*Esame micologico su espettorato*
5867	*Ricerca delezioni e duplicazioni di geni*
1200	*BRCA 1 e 2 reflex*
1201	*Riarrangiamenti in BRCA 1 mediante MLPA*
1202	*Riarrangiamenti in BRCA 2 mediante MLPA*
1203	*Mutazioni BRCA 1 in familiari. Test mirato*

Sistema Sanitario Regione Lombardia

Codice Accettazione	Denominazione esame sul referto
1204	*Mutazioni BRCA 2 in familiari. Test mirato*
1207	*Ricerca mutazioni fibrosi cistica*
1208	*Mutazioni fibrosi cistica II L*
1209	*Mutazioni beta talassemia*
1210	*Ricerca riarrangiamenti gene CDH1*
1211	*Ricerca mutazione connessina 26*
1212	*Ricerca mutazione connessina 30*
1213	*Fragilità del cromosoma X (FRAXA)*
1214	*T. di metilazione Prader Willi-Angelman*
1215	*Cariotipo su sangue periferico*
1205	*Ricerca mutazioni MLH1, MSH2, MSH6*
1206	*Ricerca mutazioni MLH1, MSH2, MSH6, Test mirato*
1216	*Analisi di sequenze geniche mediante NGS-SMALL*
1217	*Analisi di sequenze geniche mediante NGS-MEDIUM*
1218	*Analisi di sequenze geniche mediante NGS-LARGE*
1219	*OncoCheck, sequenze geniche mediante NGS*
1224	*Ibridazione in situ (FISH)*
1220	*Singola mutazione, Sanger Sequencing*
1221	*Analisi tolleranza chemioterapico, gene DPYD*
1222	*Analisi genetica distrofia muscolare di Duchenne*
1223	*Ricerca delezione SMN1 (SMA)*
1226	*Ibridazione Genomica Comparativa Array CGH*
1227	*Analisi quantitativa di acidi nucleici mediante PCR Real Time (RT-PCR)*
1228	*Oncocheck 28, sequenze geniche mediante NGS*
1229	*Oncocheck 62, sequenze geniche mediante NGS*
1230	*Whole Exome - Next Generation Sequencing (NGS)*
1231	*Pannello NGS Oftalmologia*
1236	*Pannello HCS - Multigeni*
1237/1237 AP	*HRD test*
1238	*Singola mutazione, Sanger Sequencing*

Gli esami sopra elencati potranno essere richiesti ed erogati sia in regime Servizio Sanitario Nazionale sia in regime di solvenza o convenzione (tariffa agevolata), esclusivamente presso il **Punto Prelievi Interno di Fondazione Poliambulanza** (tel. 0303518120), **via Leonida Bissolati, 57 Brescia aperto al Pubblico senza appuntamento dal lunedì al sabato h7-11.**

La Direzione Sanitaria

Sistema Sanitario Regione Lombardia